


Problem	Possible cause	Possible corrective action
The PIN2 code is blocked	You have entered the PIN2 code incorrectly 3 times	Enter the PIN2 PUK (Personal Unlock Key) code supplied with the SIM card. If you do not have this code, contact your network service provider.
"NCK Code" is displayed on my handset	The handset is locked to a network and a SIM from another network has been placed in the phone	Remove the SIM and insert the correct network SIM. XPhone cannot supply your NCK code. If you wish to obtain your NCK code, contact the original network service provider the phone was purchased for use on. ! Warning: If you enter the wrong NCK code you could block the phone.
"Blocked" is displayed on my handset	The NCK code has been entered incorrectly 10 times and the handset has been security disabled	Contact your network service provider for advice. > Note: The number of incorrect entries depends on your network service provider.
There's a problem with my downloaded ringtone, picture, game or application	Corrupt file Incompatible format Copy protected content	Contact your content provider for advice.
A key on the keypad is not working	Key lock on	The keypad may be locked. Check the screen for the  symbol. Press g and * in quick succession to unlock the keypad.
	Screensaver mode is active	Press c to return to normal display.
Poor display	Low temperature	Move to a warmer place and let the phone warm up.
	Incorrect contrast setting.	You may have an incorrect contrast setting for the display. Go to the <i>Settings</i> menu, select <i>Display</i> and finally select the <i>LCD contrast</i> option. Change the setting as needed.
	Wallpaper settings	If you've added your own wallpaper, check that the colours do not clash with the text colours used on screen as this could make it difficult to read.